



Chris Kilpatrick

Director of Rates- Electric Regulation
Chris.Kilpatrick@blackhillscorp.com

625 Ninth Street• P.O. Box 1400
Rapid City, South Dakota 57709-1400
P: 605.721.2748
F: 605.721.2568

June 30, 2010

Kara Semmler, Staff Attorney
David Jacobson, Staff Analyst
South Dakota Public Utilities Commission
500 East Capital Avenue
Pierre, South Dakota 57501-5070

Re: RM10-001 In the Matter of the Request to Amend Rules Regarding ARSD Chapter 20:10:17
Gas and Electric Customer Billing.

Dear Ms. Semmler and Mr. Jacobson

As requested in your letter dated May 5, 2010, Black Hills Power has reviewed ARSD Chapter 20:10:17 – Gas and Electric Customer Billing Rules. Based on Black Hills Power’s experiences with over and under-billing errors, these rules have been found to be effective and appropriate as written. Although meter errors occur, most are identified and resolved with customers timely. Black Hills Power will be installing advanced meters in the next eighteen months as part of the Department of Energy smart grid technologies investment grant fund. Going forward, the Administrative Rules addressing meter reading should include electronic reads acquired through advanced metering technologies.

Black Hills Power’s responses to Staff’s questions are included in Exhibit I. In order to eliminate duplicate work with the new billing system implementation in August, 2009, the requested 5 year historical data was extracted from August, 2004 through July, 2009. Standard meter error codes or system reports are not available to address the specific questions. However, various system data queries were created/executed and manual records were reviewed in a good faith effort to provide an adequate representation of Black Hills Power’s historical meter error experiences.

Please feel free to contact me if there are questions related to the information provided in this response.

Sincerely,

A handwritten signature in black ink, appearing to read 'Chris Kilpatrick', written over a horizontal line.

Chris Kilpatrick

SLOW OR FAST METERS: ARSD 20:10:17:06 AND 20:10:17:07

1. How many slow or fast meter errors, in the past 5 years, have you discovered?
Please provide a list by year and the corresponding length of time the meter was in error.

Response: Based on a review of Meter Lab reports, approximately twenty-one slow fast meter errors were identified out of 116 meters tested for this type of error during a five year period. See Attachment A for a list of slow and fast meters identified by year. In all cases the corresponding length of time the meter was in error could not be determined from existing records.

2. Of those how many were fast? How many slow?

Response: From the Meter Lab reports reviewed, twenty meters were slow and one meter was fast.

3. How was each error discovered?

Response: Attachment A identifies how the error was discovered.

4. What were the total monetary values of the error?

Response: The monetary values of the errors could not be determined from the records available.

5. Please detail how each error listed above was resolved:

Response: The resolution of the error is included in Attachment A.

6. Do you believe SDCL 15-2-13 (6 year contract statute of limitations) limits the refund due a customer if there is a 2% fast or more error discovered?

Response: Black Hills Power believes that the 6 year contract statute of limitations provided by SDCL 15-2-13 would limit the refund due to a customer if a 2% fast or more error was identified.

7. If the error date is determined with “reasonable certainty”, do you believe SDCL 15-2-13 limits the time you may back-bill and receive payment for a slow meter error?

Response: Black Hills Power believes that the 6 year contract statute of limitations provided by SDCL 15-2-13 would limit the charge to a customer for a slow meter error.

METERS FAILING TO REGISTER: ARSD 20:10:17:08

1. Has it happened, in the past 5 years, where a meter failed to register? Please provide a list by year.

Response: As stated in the cover letter, standard meter error codes or system reports are not available to address this specific question. See Attachment C for a list of non-registering meters over a 5 year period. This data was collected based on a query of meter test comments and full load test results from the customer information system. The meters with a test comment containing "No As Found" were not tested. When the tester enters the comment "No As Found", it is obvious to the tester in these cases that the meter can not function properly or the meter will need to be replaced, e.g. broken glass, jammed register, bb holes, burnt lug, etc., and would most likely fail to register if tested.

2. How are the failures discovered?

Response: How each error was discovered can not be systematically reported. Twenty-five non-registering meters were randomly selected to manually determine how the failure was discovered from customer information system records. The results are included in Attachment C.

In most cases meter failures are discovered by one of the following methods:

- System reports identifying zero consumption meters or low billings
- Black Hills Power meter reader or field personnel
- Scheduled annual key accounts (top 300 customers) review
- Customer notifies the Company

3. Please list the total monetary value of each failure and the corresponding length of time the meter reading was in error.

Response: The total monetary value of each failure and the corresponding length of time the meter was in error can not be systematically reported. See Attachment C for the total monetary value and corresponding length of time for the 25 meter errors selected in 2 above.

4. Please detail how each error was resolved.

Response: The resolution of the error can not be systematically reported. See Attachment C for the resolution of the 25 meter errors selected in 2 above.

5. Do you believe SDCL 15-3-13 limits the utilities ability to back-bill if the meter fails to register?

Response: Black Hills Power believes that the 6 year contract statue of limitations provided by SDCL 15-2-13 would limit the charge to a customer for a non-registering meter.

OTHER METER ERRORS: ARSD 20:10:17:09

1. How many meter errors of this type, in the past 5 years, have you discovered? Please provide a list (or all over and underbilling) by year.

Response: Billing adjustments for “other meter errors” as defined in 20:10:17:09 can not be easily isolated and reported from the customer information system. Based on our research, but two “other meter errors” were identified from several query results for the 5 year period. These errors are as follows:

Year	Meter	Other Meter Error Type	Monetary Value	Estimated Time	Resolution
2007	93869	Different Rate	\$67.65	8 months	Credit Billing Adj.
2008	101341	Demand Meter Error	\$106.36	4 months	Credit Billing Adj.

Black Hills Power works diligently with all new customers to ensure eligible rate schedule options are thoroughly explained and the correct rates are applied to their accounts from the beginning. In addition, the rates are printed on bills so customers can review and verify correct rates are used to calculate their bill.

If a customer or Black Hills Power employee identifies an incorrect meter reading, the bill will be adjusted promptly to reflect the correct reading. As discussed in other parts of this report, the billing system and meter reading devices provide alerts to potential meter reading errors that allow proactive resolution. Procedures are also in place for verifying wiring and equipment and testing the meter when the meter is first installed at the customer site. Service employees have these same testing and verification responsibilities when setting/changing meters and establishing new service.

2. Please detail the nature of the error and explain how each was discovered?

Response: In each case identified above, the error was determined after the customer inquired. The different rate error was a meter that wasn’t appropriately accounted for

in an aggregated billing. The meter error related to a demand meter not recording accurately.

3. What was the total monetary value of each error and the corresponding length of time the meter reading was in error?

Response: See 1 above.

4. Please detail how the error was resolved.

Response: See 1 above.

5. Do you believe SDCL 15-3-13 limits the time you may back bill if a meter error cause is discovered with “reasonable certainty”?

Response: Black Hills Power believes that the 6 year contract statute of limitations provided by SDCL 15-2-13 would limit charges to customers for a meter error.

6. Do you believe SDCL 15-3-13 limits a customer refund if a meter error were made such that the consumer were over-billed?

Response: Black Hills Power believes that the 6 year contract statute of limitations provided by SDCL 15-2-13 would limit refunds to customers for a meter error.

GENERAL/OTHER

1. Generally, does the tariff deviate from the administrative rules regarding these types of meter related issues?

Response: Black Hills Power’s Metering and Billing Rules and Regulations Tariffs (Section No. 5, Second Revised Sheet No. 18 through Third Revised Sheet No. 22) were reviewed and determined to be consistent with SD PUC Administrative Rules 20:10:17 - Gas and Electric Customer Billing Rules.

2. Please provide an example of the letter or other information you send a consumer if a meter error occurs.

Response: See Attachment D for sample letters sent to customers regarding meter errors.

3. Please detail any internal mechanism whether in your billing system or otherwise, that warns of abnormal usage (either high or low).

Response: Black Hills Power has several procedures to identify and resolve meter errors timely as follows:

Meter Reading

The electronic device used to read the meter alerts the meter reader of abnormal usage and prompts the meter reader to take a second read to confirm the abnormal reading. If the reader determines there is zero usage and it is an occupied premise, this will initiate a meter test and replacement, if needed. The meter reader can also enter a code in the electronic device that identifies other issues with the meter, such as unable to access, broken glass, potential light out, etc. A report will be generated requiring appropriate follow-up to address the meter issue.

Prior to Bill Sent to Customer

Currently, the Customer Account Services department reviews, investigates and resolves daily reporting of abnormal usage, also referred to as the “pre-audit”. Abnormal usage is defined as a meter reading that is higher or lower than a specified percentage from the highest or lowest usages from the prior year during the same season. If there is no account history for the prior year comparison, the system will make a high/low comparison to the specific rate’s average usage. The accounts on this abnormal usage report are not billed until there is a manual correction or release to initiate the bills generation and delivery.

In addition, the Energy Services department provides a monthly manual review of bills for abnormal usage, demand and power factors for the top 5 accounts.

Subsequent to Bill Sent to Customer

The Energy Services department conducts a monthly review of the energy use for approximately 40 large customers. This review can identify potential meter errors/failure. In addition, the Energy Services department reviews billed usage and demand as well as power factor and load factor trends for the top 300 accounts on an annual basis. One of the objectives of this review is to also identify potential meter errors.

A report identifying active service agreements with zero usage for two or more consecutive months is generated monthly. A customer service representative is responsible for contacting the accounts and taking appropriate action, such as meter test or replacement.

4. Do you ever analyze like situated commercial consumers regarding usage? For example: does your system have a mechanism to compare like situated businesses such that a red flag is raised if one is consuming half the gas or electricity of another?

Response: Black Hills Power's billing system currently does not have functionality to perform a comparison check of like situated businesses. However, the Energy Services department performs an annual review of the top 300 customers for significant usage deviations with no known cause.

5. List by year, for the past 5 years, the number of meter checks performed on your system in South Dakota due to customer request.

Response: See Attachment E for the results of a query of meter test comments and review of Meter Lab reports identifying tests performed based on customer request.

6. Please explain your position regarding whether over-billing and under-billing should be handled different.

Response: Supported or verifiable over-billings or refunds to the customer will be provided. However, under-billings or charges to customers would be handled on a case by case basis with serious consideration and analysis of the following factors:

- Customer service
- Financial magnitude
- Account history

7. Please provide the annual number of errant billings for each of the last 5 years where the date of the cause of the error can be fixed with reasonable certainty. Please provide the dollar amount of the refund or collection for each of the errant billings above separately identifying the base rate and FAC or PGA amount.

Response: This information could not be systematically reported from our customer information systems.

8. Please provide Company policy regarding the length of time allowed a customer to pay a collection for an errant billing where the date of the cause of the error can be fixed with reasonable certainty. How do you communicate this to the consumer?

Response: Black Hills Power's errant billing practice is to contact the customer via phone to make payment arrangements. Payment arrangements typically would not exceed the amount of time the error was occurring. This contact is then followed-up with a letter to the customer confirming the agreement.

9. In the computation of the over billing or under billing caused by meter error, explain how the fuel clause amount or PGA amount of the revised billing is calculated, ie. are historic FACs or PGAs used to determine to amount owed or refunded?

Response: Black Hills Power's billing system uses the historic FAC rate for billing adjustments.

10. Please explain whether and how FAC or PGA amounts over or under collected due to meter error, are subsequently recovered from, or refunded to, all customer through the FAC or PGA or for natural gas service, through the lost and unaccounted for gas factor.

Response: The FAC amounts for over or under collection due to meter errors would subsequently be recovered from or refunded to all customers through the Balancing Account (reference BHP Tariff Section No. 3C, Original Sheet No. 3, First Revised Sheet No. 7 and Original Sheet No. 9).

11. If it is assumed each rate case test year include some level of errant billings due to errant metering, explain why it is appropriate to subsequently go back and refund or rebill customers when meter errors are found if there has been an intervening rate case.

Response: Historically, the impacts to the rate case have been minimal either due to insignificant outstanding errors or off-setting over and under billing errors. If there were material unresolved errors during the rate case test year, this would be managed through an adjustment specifically identified in the rate case.

Black Hills Power believes it is important to maintain accurate customer billing records supporting the obligation for services provided by the Company. This includes refunding or charging customers when there has been an over or under payment for services provided.

12. Please describe the Companies meter testing program including the timeframe of testing the entire population of the company's meters and whether certain meters are tested more often than others. Provide the average annual cost of meter testing and the numbers and types of meters tested. If testing costs differ between specific types or sizes of meters, provide the average cost of testing a meter of each type or size.

Response: Black Hills Power tests instrument rated meters every 4 to 6 years. The meters are removed from the field and tested in a shop environment. Self contained meters are "As Found Tested" when exchanges are performed for any reason. Approximately 1500 to 1700 meters are tested annually. The average cost of testing a

meter, including the exchange, is \$35.00/meter non-loaded. Within the next 18 months, all Black Hills Power meters will be replaced with digital advanced meters in accordance with the Department of Energy Smart Grid Investment Grant Program. These new meters provide tampering and zero usage alerts for timely investigation of potential meter errors.

13. Are large usage customers' meters checked more often, thus limiting the amount of time which error correction may need to be made, and also limiting the amount of potential over – and underbillings?

Response: The Energy Services department reviews the monthly energy use of approximately 40 large customers. This review can identify potential meter errors/failures. In addition, there is an annual review of the usage, demand, power factor and load factor trends for the top 300 accounts. This account review process has historically identified meter errors and limits the exposure for large usage customers to approximately 1 year or less.

14. If the answer to (16) is yes, what is your policy for checking those meters? If the answer is no, explain why that risk is not being mitigated by more frequent testing of large user meters, and also state whether you would suggest a separate refunding or rebilling policy for small v. large usage customers?

Response: The large usage customer account reviews described above mitigate the risk of undetected meter errors for an extended period of time. It is Black Hills Power's practice to provide consistent treatment of small and large usage customers for refunding and rebilling as described in 6 above.

15. If it is decided to limit the time period to calculate customer rebilling for error correction, how would you propose to “make up” for forgone net revenues?

Response: Forgone revenues, due to error correction time period limits, would either be an impact to shareholders or recovered through rate cases. As a result of the error identification procedures highlighted above, BHP has historically been able to identify and resolve significant errors timely.

Date	Meter	SF	SL	Weighted Average Length of Time in Error	Error Discovered	Monetary Value of the Error	Error Resolved
6/10/2009	106641	63.33	64.57	63.578	Unknown	Not Determined	Meter changed, no billing adjustment
6/9/2009	106640	95.58	95.54	95.572	Unknown	Not Determined	Meter changed, no billing adjustment
2/2/2009	44181	66.33	66.6	66.384	Customer request	Not Determined	Meter changed, no billing adjustment
11/20/2008	41056	74.67	70.24	73.784	Unknown	Not Determined	Meter changed, no billing adjustment
8/26/2008	107269	72.55	72.71	72.582	Unknown	Not Determined	Meter changed, no billing adjustment
6/5/2008	34990	81.81	59.39	77.326	Unknown	Not Determined	Meter changed, no billing adjustment
6/5/2008	34990	81.81	59.39	77.326	Wiring change at premise	Not Determined	Meter changed, no billing adjustment
5/2/2008	45181	97.31	77.2	93.288	Wiring change at premise	Not Determined	Meter changed, no billing adjustment
2/13/2008	81316	96.98	71.91	91.966	Unknown	Not Determined	Meter changed, no billing adjustment
10/9/2007	18638	96.3	87.22	94.48	Wiring change at premise	Not Determined	Meter changed, no billing adjustment
10/24/2007	17668	98.84	87.95	96.682	Wiring change at premise	Not Determined	Meter changed, no billing adjustment
11/21/2007	105179	90.29	25.49	77.33	Unknown	Not Determined	Meter changed, no billing adjustment
1/22/2007	38851	99.43	90.93	97.71	Unknown	Not Determined	Meter changed, no billing adjustment
1/9/2006	53326	98.4	93.31	97.38	End of year retirement	Not Determined	Meter changed, no billing adjustment
11/29/2006	18172	95.34	77.46	91.784	End of year retirement	Not Determined	Meter changed, no billing adjustment
12/16/2005	96717	95.64	95.73	95.658	Employee Request	Not Determined	Meter changed, no billing adjustment
11/21/2005	8221	96.89	83.79	94.27	Unknown	Not Determined	Unknown
10/13/2005	6034	90.24	53.82	82.956	Unknown	Not Determined	Unknown
7/18/2005	112682	123.15	121.84	122.888	Unknown	Zero - no use	Meter changed, no billing adjustment due to zero use on construction site
6/16/2005	53123	97.81	88.95	96.038	Service reconnection	Not Determined	Meter changed, no billing adjustment
6/16/2006	26870	98.59	87.57	96.386	Wiring change at premise	Not Determined	Meter changed, no billing adjustment

Meter Test Comments - No Test or Non-Registering Meter

Year	Meter	TestDate	Found Full Load	Found Low Load	Test Comments
2004	62983	1040803	0	0	NO AS FOUND,BROKEN GLASS
2004	82378	1040816	0	0	NO AS FOUND,BROKEN METER,DEMAND OF .536
2004	90369	1040825	0	0	NO AS FOUND,BROKEN GLASS
2004	95212	1040830	0	0	NO AS FOUND BROKEN GLASS
2004	91582	1040930	0	0	NO AS FOUND BROKEN GLASS
2004	83668	1041001	0	0	NO AS FOUND,BROKEN GLASS
2004	95209	1041015	0	0	NO AS FOUND,BROKEN GLASS
2004	110133	1041019	0	0	ERT METER
2004	72943	1041021	0	0	NO AS FOUND BROKEN GLASS
2004	80536	1041022	0	0	NO AS FOUND BROKEN GLASS
2004	70214	1041029	0	0	NO AS FOUND,BROKEN GLASS
2004	109310	1041029	0	0	SO AS FOUND,BROKEN GLASS
2004	78246	1041115	0	0	NO AS FOUND JAMMED REGISTER
2004	111888	1041115	0	0	NO AS FOUND BROKEN GLASS
2004	111578	1041118	0	0	NO AS FOUND,BROKEN GLASS
2004	63884	1041129	0	0	NO AS FOUND BROKEN GLASS
2004	86694	1041210	0	0	NO AS FOUND BROKEN GLASS
2004	91778	1041210	0	0	NO AS FOUND BROKEN GLASS
2004	111144	1041215	0	0	NO AS FOUND 3 ERROR CODES NO READINGS SENT BACK TO FACTORY
2004	104338	1041221	0	0	NO AS FOUND JAMMED REG.
2005	71980	1050110	0	0	NO AS FOUND JAMMED REGISTER
2005	56930	1050121	0	0	NO AS FOUND,BROKEN GLASS.
2005	72035	1050121	0	0	NO AS FOUND,JAMMED REGISTER
2005	81547	1050121	0	0	NO AS FOUND,REGISTER JAMMED
2005	64126	1050207	0	0	NO AS FOUND JAMMED DEG
2005	79269	1050210	0	0	NO AS FOUND BROKEN GLASS
2005	104370	1050210	0	0	NO AS FOUND JAMMED REG
2005	60983	1050211	0	0	NO AS FOUND BROKEN GLASS
2005	65128	1050211	0	0	NO AS FOUND JAMMED REGISTER
2005	74906	1050304	0	0	NO AS FOUND BROKEN GLASS
2005	105430	1050304	0	0	NO AS FOUND METER SMASHED
2005	82053	1050310	0	0	NO AS FOUND BROKEN GLASS
2005	90407	1050321	0	0	NO AS FOUND BROKEN GLASS
2005	97372	1050323	0	0	NO AS FOUND BROKEN BASE
2005	100980	1050323	0	0	NO AS FOUND JAMMED REG.
2005	90105	1050414	0	0	NO AS FOUND BROKEN GLASS
2005	111744	1050425	0	0	NO AS FOUND,BROKEN GLASS
2005	70883	1050429	0	0	NO AS FOUND,BROKEN GLASS
2005	85070	1050429	0	0	NO AS FOUND,BROKEN GLASS AND REGISTER
2005	104335	1050517	0	0	NO AS FOUND JAMMED REG.
2005	108403	1050517	0	0	NO AS FOUND REGISTER JAMMED
2005	57110	1050520	0	0	NO AS FOUND BROKEN GLASS
2005	71156	1050525	0	0	NO AS FOUND BROKEN GLASS
2005	84081	1050525	0	0	NO AS FOUND BROKEN GLASS
2005	89398	1050525	0	0	NO AS FOUND BROKEN GLASS
2005	100927	1050616	0	0	NO AS FOUND JAMMED REG
2005	91459	1050726	0	0	COMPLAINT FOR xxxxx xxxxxxxx
2005	101804	1050801	0	0	NO AS FOUND,BROKEN GLASS
2005	71114	1050805	0	0	NO AS FOUND JAMMED REG.
2005	101701	1050805	0	0	NO AS FOUND JAMMED REG.
2005	103926	1050826	0	0	NO AS FOUND,JAMMED REGISTER
2005	101404	1050902	0	0	NO AS FOUND JAMMED REG
2005	80869	1050906	0	0	NO AS FOUND JAMMED REG.
2005	81684	1050923	0	0	NO AS FOUND,METER REGISTER WAS JAMMED AND METER WOULD NOT RUN
2005	98048	1050923	0	0	NO AS FOUND,JAMMED RETISTER
2005	107008	1050923	0	0	NO AS FOUND, BROKEN GLASS
2005	113577	1050926	0	0	NO AS FOUND,BROKEN GLASS
2005	81900	1050927	0	0	NO AS FOUND BROKEN GLASS
2005	110947	1050927	0	0	NP AS FOUND BROKEN GLASS
2005	91579	1051024	0	0	NO AS FOUND,BROKEN GLASS
2005	96616	1051026	0	0	BAD BATTERY
2005	103898	1051102	0	0	NO AS FOUND,JAMMED REGISTER,METER WOULD NOT RUN
2005	103926	1051102	0	0	NO AS FOUND,REGISTER WAS JAMMED AND METER WOULD NOT RUN
2005	110250	1051103	0	0	NO AS FOUND,BROKEN GLASS
2005	113684	1051104	0	0	NO AS FOUND BROKEN GLASS
2005	82984	1051116	0	0	CHECK METER FOR xxxxxxxxxxxxxx MTN.
2005	82839	1051121	0	0	NO AS FOUND,JAMMED REGISTER METER,WOULD NOT RUN
2005	102406	1051121	0	0	NO AS FOUND JAMMED REG.

Meter Test Comments - No Test or Non-Registering Meter

Year	Meter	TestDate	Found Full Load	Found Low Load	Test Comments
2005	107472	1051214	0	0	NO AS FOUND, BROKEN GLASS
2005	111686	1051214	0	0	NO AS FOUND,METAL ON MAGNET,METER RAN SLOW
2006	94640	1060109	0	0	NO AS FOUND,BROKEN GLASS
2006	85265	1060119	0	0	NO AS FOUND OPEN POTENTIAL
2006	89004	1060119	0	0	NO AS FOUND BROKEN GLASS
2006	95273	1060208	0	0	NO AS FOUND BROKEN GLASS
2006	95273	1060209	0	0	NO AS FOUND,BROKEN GLASS
2006	100305	1060209	0	0	NO AS FOUND,JAMMED REGISTER
2006	103389	1060209	0	0	NO AS FOUND,BROKEN GLASS
2006	110992	1060306	0	0	NO AS FOUND ER 200122 SENT TO CARY L.03/06/06.KJH
2006	100795	1060310	0	0	NO AS FOUND BROKEN GLASS
2006	101701	1060315	0	0	NO AS FOUND,JAMMED REGISTER
2006	102379	1060320	0	0	NO AS FOUND JAMMED REGISTER
2006	104322	1060320	0	0	NO AS FOUND JAMMED REGISTER
2006	114660	1060411	0	0	BROKEN GLASS
2006	113426	1060424	0	0	NO AS FOUND/DISPLAY BOARD BURNED UP IN THE METER NO READING
2006	99149	1060505	0	0	NO AS FOUND,JAMMED REGISTER
2006	94640	1060508	0	0	NO AS FOUND,BROKEN GLASS
2006	109248	1060508	0	0	NO AS FOUND,METER BROKEN,DEMAND READING 2.043
2006	87892	1060623	0	0	NO AS FOUND,BROKEN GLASS
2006	104575	1060623	0	0	NO AS FOUND,JAMMED REGISTER
2006	111919	1060711	0	0	NO AS FOUND B-B HOLE
2006	74865	1060721	0	0	NO AS FOUND OPEN POTENTIAL
2006	104652	1060721	0	0	NO AS FOUND JAMMED REG
2006	102209	1060727	0	0	NO AS FOUND,BROKEN GLASS
2006	64616	1060804	0	0	NO AS FOUND,METER REGISTER JAMMED
2006	77598	1060816	0	0	NO AS FOUND,JAMMED REGISTER
2006	104347	1060816	0	0	NO AS FOUND,JAMMED REGISTER
2006	72288	1060911	0	0	NO AS FOUND BURNED UP IN Eastridge Fire
2006	103837	1060911	0	0	NO AS FOUND BROKEN GLASS
2006	111256	1060919	0	0	NO AS FOUND BROKEN GLASS
2006	104164	1060920	0	0	NO AS FOUND BROKEN GLASS
2006	79289	1061011	0	0	NO AS FOUND,BROKEN GLASS
2006	103922	1061011	0	0	NO AS FOUND,JAMMED REGISTER
2006	102379	1061025	0	0	NO AS FOUND JAMMED REG.
2006	93618	1061027	0	0	BROKEN GLASS
2006	101658	1061109	0	0	NO AS FOUND,JAMMED REGISTER
2006	50588	1061116	0	0	NO AS FOUND LOST IN CONSTRUCTION DESTINY CHURCH
2006	108211	1061218	0	0	NO AS FOUND BROKEN GLASS
2006	109598	1061221	0	0	NO AS FOUND B-B HOLES
2006	6920	1061227	0	0	NO AS FOUND BROKEN GLASS
2007	111688	1070201	0	0	NO AS FOUND BROKEN METER
2007	111688	1070201	0	0	NO AS FOUND,BROKEN GLASS
2007	67894	1070305	0	0	BROKEN GLASS NO AS FOUND
2007	112006	1070309	0	0	NO AS FOUND ER 000100 REPROGRAMED AND METER WAS OK
2007	93655	1070328	0	0	NO AS FOUND,BROKEN METER BASE
2007	94938	1070514	0	0	BROKEN GLASS
2007	106043	1070605	0	0	BROKEN GLASS
2007	108117	1070614	0	0	BROKEN GLASS
2007	98156	1070802	0	0	NO AS FOUND BAD DISPLAY NO READINGS
2007	90902	1070827	0	0	BROKEN GLASS
2007	113703	1070917	0	0	BROKEN GLASS
2007	104727	1071009	0	0	NO AS FOUND BROKEN GLASS
2007	114938	1071009	0	0	NO AS FOUND BAD REGISTER BLANK DISPLAY
2007	90921	1071024	0	0	NO AS FOUND BROKEN GLASS
2007	102492	1071024	0	0	NO AS FOUND BROKEN GLASS
2007	109770	1071128	0	0	NO AS FOUND BROKEN GLASS
2007	8740	1071129	0	0	NO AS FOUND BAD PIVOTS WOULD NOT RUN
2007	130326	1071129	0	0	NO AS FOUND ERROR CODE METER WOULD NOT RUN
2007	114020	1071217	0	0	BROKEN GLASS
2008	74391	1080105	0	0	METER DAMAGED/A BUS BACKED UP INTO IT
2008	60961	1080114	0	0	OPEN POTENTIAL
2008	66520	1080114	0	0	OPEN POTENTIAL
2008	67901	1080114	0	0	NO AS FOUND BURNT LUG
2008	76936	1080114	0	0	OPEN POTENTIAL
2008	80574	1080114	0	0	OPEN POTENTIAL
2008	106873	1080114	0	0	OPEN POTENTIAL
2008	107190	1080114	0	0	NO AS FOUND BROKEN GLASS

Meter Test Comments - No Test or Non-Registering Meter

Year	Meter	TestDate	Found Full Load	Found Low Load	Test Comments
2008	66073	1080116	0	0	OPEN POTENTIAL
2008	92751	1080117	0	0	NO AS FOUND METER SMASHED BY GARBAGE TRUCK
2008	56181	1080118	0	0	OPEN POTENTIAL
2008	72012	1080118	0	0	OPEN POTENTIAL
2008	66561	1080125	0	0	NO AS FOUND OPEN POTENTIAL
2008	89055	1080125	0	0	NO AS FOUND SMASHED
2008	66224	1080204	0	0	NO AS FOUND JAMMED REG.
2008	73769	1080204	0	0	NO AS FOUND JAMMED REG.
2008	74250	1080204	0	0	NO AS FOUND OPEN POTENTIAL
2008	78317	1080204	0	0	NO AS FOUND OPEN POTENTIAL
2008	88858	1080204	0	0	NO AS FOUND REG. JAMMED
2008	89186	1080204	0	0	NO AS FOUND SMASHED NO RDGS.
2008	90722	1080204	0	0	NO AS FOUND SMASHED
2008	104658	1080204	0	0	NO AS FOUND REG. JAMMED
2008	109283	1080204	0	0	NO AS FOUND REG JAMMED
2008	68830	1080207	0	0	NO AS FOUND OPEN POTENTIAL
2008	105945	1080208	0	0	NO AS FOUND ERROR CODE 000100
2008	22867	1080213	0	0	NO AS FOUND BURNT UP
2008	93531	1080213	0	0	NO AS FOUND SMASHED NO RDGS.
2008	100994	1080213	0	0	NO AS FOUND OPEN POTENTIAL
2008	104172	1080213	0	0	NO AS FOUND SMASHED
2008	107348	1080213	0	0	NO AS FOUND BROKEN GLASS
2008	39223	1080215	0	0	NO AS FOUND DISC STOPS AND STARTS
2008	80502	1080215	0	0	NO AS FOUND OPEN POTENTIAL
2008	114674	1080215	0	0	NO AS FOUND BURNT UP LUG NO READINGS
2008	63995	1080219	0	0	BROKEN GLASS
2008	1663	1080220	0	0	BROKEN GLASS
2008	31627	1080220	0	0	BROKEN GLASS
2008	51462	1080220	0	0	NO AS FOUND BAD M-60 DEMAND REGISTER METER WAS SLOW AND NOT WORKING WELL
2008	80969	1080220	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	82744	1080220	0	0	NO AS FOUND OPEN POTENTIAL
2008	55310	1080222	0	0	NO AS FOUND BROKEN GLASS
2008	100953	1080222	0	0	NO AS FOUND JAMMED REG.
2008	75850	1080227	0	0	NO AS FOUND SMASHED RDG IS NOT ACCURATE
2008	86261	1080304	0	0	NO AS FOUND METER WET INSIDE SMELLS LIKE FIRE
2008	78368	1080306	0	0	NO AS FOUND/METER JAMMED
2008	82437	1080306	0	0	NO AS FOUND/METER JAMMED
2008	101374	1080306	0	0	NO AS FOUND/METER JAMMED
2008	104652	1080306	0	0	NO AS FOUND/METER JAMMED
2008	105452	1080306	0	0	NO AS FOUND/METER DAMAGED
2008	27605	1080313	0	0	NO AS FOUND SMASHED
2008	24141	1080314	0	0	CUSTOMER COMPLAINT xxxxx ST.PATRICK ST.
2008	37913	1080321	0	0	BROKEN BASE
2008	67117	1080321	0	0	NO AS FOUND/METER DAMAGED
2008	88619	1080321	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	106049	1080321	0	0	OPEN POTENTIAL
2008	35723	1080327	0	0	NO AS FOUND OPEN POTENTIAL
2008	58104	1080327	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	68414	1080327	0	0	NO AS FOUND/METER GLASS BROKEN/METER DAMAGED
2008	76802	1080327	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	76923	1080327	0	0	NO AS FOUND METER WORM GEAR JAMMED
2008	85203	1080327	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	97973	1080327	0	0	NO AS FOUND/METER DAMAGED
2008	102277	1080327	0	0	NO AS FOUND/ BAD DISPLAY ON METER
2008	38336	1080331	0	0	NO AS FOUND/ METER BLADE DAMAGED/SOMEONE TAMPED WITH THE METER
2008	86120	1080331	0	0	NO AS FOUND/METER DAMAGED
2008	65332	1080407	0	0	NO AS FOUND/ METER DAMAGED
2008	73529	1080407	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	86032	1080407	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	64667	1080421	0	0	NO AS FOUND METER DESTROYED
2008	100073	1080421	0	0	METER DESTROYED NO AS FOUND
2008	58073	1080422	0	0	NO AS FOUND BROKEN GLASS
2008	77020	1080423	0	0	OPEN POTENTIAL
2008	78240	1080423	0	0	OPEN POTENTIAL
2008	81055	1080423	0	0	NO AS FOUND BROKEN GLASS
2008	115137	1080423	0	0	BAD METER NO DISPLAY
2008	85451	1080424	0	0	NO AS FOUND NO READINGS BLANK DISPLAY
2008	67047	1080430	0	0	OPEN POTENTIAL

Meter Test Comments - No Test or Non-Registering Meter

Year	Meter	TestDate	Found Full Load	Found Low Load	Test Comments
2008	87682	1080430	0	0	0 METER AS FOUND/OPEN POTENTIAL
2008	6948	1080501	0	0	0 NO AS FOUND METER WOULD NOT RUN
2008	49887	1080501	0	0	0 NO AS FOUND BROKEN GLASS
2008	130438	1080501	0	0	0 NO AS FOUND BLANK DISPLAY
2008	130578	1080501	0	0	0 NO AS FOUND ERROR CODE
2008	47401	1080502	0	0	0 NO AS FOUND/METER GASKET BAD METER COULD NOT TEST ON LIGHT LOAD
2008	50234	1080502	0	0	0 NO AS FOUND/METER LUGS TAPED/ METER TAMPERING
2008	103423	1080502	0	0	0 NO AS FOUND/METER WORM GEAR JAMMED
2008	14500	1080505	0	0	0 NO AS FOUND COULD NOT GET OFF A-BASE CAN SCREWS STRIPPED
2008	22684	1080505	0	0	0 BAD SET SCREW NO AS FOUND
2008	32404	1080505	0	0	0 OPEN POTENTIAL
2008	117292	1080508	0	0	0 NO AS FOUND ERROR 00110 NO RDGS.
2008	57598	1080512	0	0	0 OPEN POTENTIAL
2008	67804	1080512	0	0	0 BROKEN GLASS
2008	85575	1080512	0	0	0 OPEN POTENTIAL
2008	104273	1080512	0	0	0 NO AS FOUND ERROR 20000
2008	109845	1080514	0	0	0 NO AS FOUND NO DISPLAY NO READINGS
2008	73385	1080527	0	0	0 NO AS FOUND/ OPEN POTENTIAL
2008	22348	1080605	0	0	0 NO AS FOUND/METER PINS ARE BAD/RUSTED/COULD NOT TEST
2008	28627	1080605	0	0	0 NO AS FOUND/ METER DAMAGED
2008	62528	1080605	0	0	0 NO AS FOUND/METER DAMAGED
2008	63405	1080605	0	0	0 NO AS FOUND/OPEN POTENTIAL
2008	72340	1080605	0	0	0 NO AS FOUND/OPEN POTENTIAL
2008	74106	1080605	0	0	0 NO AS FOUND/OPEN POTENTIAL
2008	75448	1080605	0	0	0 NO AS FOUND/ METER DAMAGED
2008	80645	1080605	0	0	0 NO AS FOUND/METER DAMAGED
2008	87227	1080605	0	0	0 NO AS FOUND/METER DISPLAY IS BAD
2008	93292	1080605	0	0	0 NO AS FOUND/OPEN POTENTIAL
2008	101734	1080605	0	0	0 NO AS FOUND/METER REGISTER WAS JAMMED
2008	62583	1080606	0	0	0 NO AS FOUND/OPEN POTENTIAL
2008	67384	1080606	0	0	0 NO AS FOUND/OPEN POTENTIAL
2008	80111	1080606	0	0	0 NO AS FOUND/OPEN POTENTIAL
2008	86036	1080606	0	0	0 NO AS FOUND/OPEN POTENTIAL
2008	130836	1080606	0	0	0 NO AS FOUND/BAD ELECTRONIC METER/NO READING
2008	140114	1080606	0	0	0 NO AS FOUND/BAD ELECTRONIC METER ERROR 100000
2008	84370	1080611	0	0	0 NO AS FOUND BROKEN GLASS
2008	86237	1080611	0	0	0 NO AS FOUND BURNT UP LUG
2008	111613	1080611	0	0	0 NO AS FOUND JAMMED REGISTER
2008	106637	1080624	0	0	0 NO AS FOUND METER FULL OF WATER-NO DISPLAY-NO READING
2008	100173	1080625	0	0	0 NO AS FOUND BLANK DISPLAY
2008	113517	1080625	0	0	0 NO AS FOUND BLANK DISPLAY
2008	61880	1080626	0	0	0 OPEN POTENTIAL
2008	71620	1080626	0	0	0 NO AS FOUND OPEN POTENTIAL
2008	33488	1080630	0	0	0 NO AS FOUND BROKEN GLASS
2008	44419	1080630	0	0	0 NO AS FOUND VOLTAGE ABORT
2008	63329	1080630	0	0	0 NO AS FOUND SMASHED
2008	76494	1080630	0	0	0 OPEN POTENTIAL
2008	76984	1080630	0	0	0 NO AS FOUND OPEN POTENTIAL
2008	81864	1080630	0	0	0 NO AS FOUND SMASHED
2008	82649	1080630	0	0	0 OPEN POTENTIAL
2008	85273	1080630	0	0	0 OPEN POTENTIAL
2008	112541	1080630	0	0	0 NO AS FOUND SMASHED NO READINGS
2008	113541	1080630	0	0	0 NO AS FOUND SMASHED NO READINGS
2008	72844	1080709	0	0	0 NO AS FOUND OPEN POTENTIAL
2008	78418	1080709	0	0	0 NO AS FOUND OPEN POTENTIAL
2008	95122	1080709	0	0	0 NO AS FOUND NO FINAL READING DISPLAY OUT LIGHTNING.
2008	108851	1080709	0	0	0 NO AS FOUND OPEN POTENTIAL
2008	61870	1080715	0	0	0 NO AS FOUND BAD PIVOTS
2008	98139	1080715	0	0	0 NO AS FOUND BLANK DISPLAY DEAD METER
2008	3028	1080724	0	0	0 OPEN POTENTIAL
2008	77768	1080724	0	0	0 OPEN POTENTIAL COIL
2008	106010	1080724	0	0	0 OPEN POTENTIAL
2008	112072	1080724	0	0	0 NO AS FOUND METER DESTROYED NO READING
2008	47031	1080729	0	0	0 NO AS FOUND/DAMAGED METER/ESTIMATE DEMAND READING
2008	66535	1080729	0	0	0 NO AS FOUND OPEN POTENTIAL
2008	72234	1080729	0	0	0 NO AS FOUND OPEN POTENTIAL
2008	106045	1080729	0	0	0 NO AS FOUND OPEN POTENTIAL
2008	58606	1080806	0	0	0 NO AS FOUND METER BURNT UP LIGHTNING

Meter Test Comments - No Test or Non-Registering Meter

Year	Meter	TestDate	Found Full Load	Found Low Load	Test Comments
2008	65945	1080806	0	0	NO AS FOUND BROKEN GLASS
2008	72895	1080806	0	0	NO AS FOUND OPEN POTENTIAL
2008	76272	1080806	0	0	NO AS FOUND METER LUGS BURNT UP
2008	80017	1080806	0	0	NO AS FOUND OPEN POTENTIAL
2008	80610	1080806	0	0	NO AS FOUND OPEN POTENTIAL
2008	84566	1080806	0	0	NO AS FOUND BROKEN GLASS
2008	92516	1080806	0	0	NO AS FOUND NO RDG. BLANK DISPLAY LIGHTNING ??
2008	111174	1080806	0	0	NO AS FOUND BLANK DISPLAY NO RDGS. LIGHTNING ??
2008	92442	1080812	0	0	NO AS FOUND/ BAD DISPLAY
2008	27287	1080819	0	0	NO AS FOUND BAD POTENTIAL
2008	83782	1080819	0	0	NO AS FOUND/METER DAMAGED
2008	95401	1080819	0	0	NO AS FOUND /BAD DISPLAY
2008	131983	1080819	0	0	NO AS FOUND/BAD DISPLAY
2008	80986	1080826	0	0	OPEN POTNTIAL NO AS FOUND
2008	82216	1080826	0	0	BROKEN GLASS NO AS FOUND
2008	8840	1080827	0	0	NO AS FOUND RUSTED SET SCREWS
2008	61483	1080827	0	0	OPEN POTENTIAL
2008	66068	1080827	0	0	OPEN POTENTIAL
2008	77023	1080827	0	0	OPEN POTENTIAL
2008	30315	1080829	0	0	METER DESTROYED
2008	84031	1080912	0	0	NO AS FOUND METER STUCK BY LIGHTNING
2008	26026	1080917	0	0	NO AS FOUND/ METER DAMAGED
2008	31507	1080917	0	0	NO AS FOUND/ METER JAMMED
2008	64594	1080917	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	69431	1080917	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	80884	1080917	0	0	NO AS FOUND/ METER JAMMED
2008	96536	1080917	0	0	NO AS FOUND/ METER GLASS BROKEN
2008	100997	1080917	0	0	NO AS FOUND/ GEAR JAMMED
2008	101707	1080917	0	0	NO AS FOUND/ METER JAMMED
2008	102945	1080917	0	0	NO AS FOUND/ METER JAMMED
2008	103428	1080917	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	104306	1080917	0	0	NO AS FOUND/ METER JAMMED
2008	107488	1080917	0	0	NO AS FOUND/OPEN POTENTIAL
2008	38239	1080922	0	0	NO AS FOUND/ METER DAMAGED
2008	65352	1080922	0	0	NO AS FOUND/ METER JAMMED
2008	78188	1080922	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	104274	1080922	0	0	NO AS FOUND/ METER DAMAGED STUCK BY LIGHTNING
2008	72749	1080929	0	0	NO AS FOUND OPEN POTENTIAL
2008	93779	1080929	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	80063	1081001	0	0	NO AS FOUND OPEN POTENTIAL
2008	21866	1081007	0	0	NO AS FOUND OPEN POTENTIAL
2008	33500	1081007	0	0	NO AS FOUND METER DESTROYED
2008	68266	1081007	0	0	NO AS FOUND OPEN POTENTIAL
2008	71561	1081007	0	0	NO AS FOUND OPEN POTENTIAL
2008	76328	1081007	0	0	NO AS FOUND OPEN POTENTIAL
2008	100927	1081007	0	0	NO AS FOUND METER WRECKED
2008	54589	1081014	0	0	NO AS FOUND/OPEN POTENTIAL
2008	87438	1081014	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	61433	1081015	0	0	NO AS FOUND OPEN POTENTIAL
2008	72884	1081015	0	0	NO AS FOUND OPEN POTENTIAL
2008	73148	1081020	0	0	NO AS FOUND OPEN POTENTIAL
2008	103801	1081020	0	0	NO AS FOUND BROKEN GLASS
2008	99885	1081022	0	0	BAD DISPLAY ERROR 300000
2008	74512	1081027	0	0	NO AS FOUND/ METER DAMAGED IN WIND STORM 10-26-08
2008	54556	1081028	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	71104	1081028	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	71839	1081028	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	72461	1081028	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	81561	1081028	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	91855	1081028	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	43160	1081029	0	0	NO AS FOUND BAD SET SCREWS UNABLE TO REMOVE WIRES
2008	59803	1081029	0	0	NO AS FOUND BROKEN GLASS
2008	71071	1081029	0	0	NO AS FOUND OPEN POTENTIAL
2008	71334	1081029	0	0	NO AS FOUND OPEN POTENTIAL
2008	72887	1081029	0	0	NO AS FOUND BAD METER
2008	92067	1081029	0	0	NO AS FOUND METER DESTROYED
2008	26520	1081119	0	0	NO AS FOUND/ METER DAMAGED
2008	39241	1081119	0	0	NO AS FOUND/ METER DAMAGED

Meter Test Comments - No Test or Non-Registering Meter

Year	Meter	TestDate	Found Full Load	Found Low Load	Test Comments
2008	55990	1081119	0	0	NO AS FOUND/ METER DAMAGED
2008	71701	1081119	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	96851	1081119	0	0	NO AS FOUND/ METER DAMAGED
2008	107764	1081119	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	41056	1081120	0	0	NO AS FOUND/ BAD METER PIVOTS 74.51 WTD AVERAGE ACCURATE
2008	93871	1081120	0	0	NO AS FOUND/ OPEN POTENTIAL
2008	100760	1081125	0	0	NO AS FOUND METER BURNED UP
2008	78618	1081202	0	0	BROKEN GLASS NO AS FOUND
2008	100294	1081202	0	0	NO AS FOUND OPEN POTENTIAL
2008	23623	1081208	0	0	NO AS FOUND OPEN POTENTIAL
2008	84699	1081208	0	0	NO AS FOUND BROKEN GLASS
2008	106751	1081216	0	0	NO AS FOUND/ METER GLASS BROKEN
2008	76917	1081219	0	0	NO AS FOUND OPEN POTENTIAL
2009	64196	1090105	0	0	NO AS FOUND/ METER DAMAGED
2009	87013	1090105	0	0	NO AS FOUND OPEN POTENTIAL
2009	111284	1090105	0	0	NO AS FOUND METER JAMMED
2009	22210	1090109	0	0	NO AS FOUND LOAD SIDE SCREW WELDED SHUT
2009	38165	1090109	0	0	NO AS FOUND BROKEN GLASS
2009	66589	1090109	0	0	NO AS FOUND OPEN POTENTIAL
2009	83087	1090109	0	0	NO AS FOUND BROKEN GLASS
2009	84052	1090109	0	0	NO AS FOUND BROKEN REGISTER
2009	87212	1090109	0	0	NO AS FOUND BROKEN GLASS
2009	110087	1090109	0	0	NO AS FOUND METER DESTROYED
2009	47488	1090112	0	0	NO AS FOUND OPEN POTENTIAL
2009	63444	1090112	0	0	NO AS FOUND OPEN POTENTIAL
2009	71611	1090130	0	0	NO AS FOUND OPEN POTENTIAL
2009	27242	1090202	0	0	NO AS FOUND OPEN POTENTIAL
2009	35925	1090202	0	0	NO AS FOUND METER WRECKED
2009	53989	1090206	0	0	NO AS FOUND METER DESTROYED
2009	54105	1090206	0	0	NO AS FOUND METER BURNED UP
2009	55885	1090206	0	0	NO AS FOUND OPEN POTENTIAL
2009	78403	1090206	0	0	NO AS FOUND OPEN POTENTIAL
2009	90563	1090206	0	0	NO AS FOUND TEST , NO READ METER DESTROYED
2009	95790	1090206	0	0	NO AS FOUND TEST METER DESTROYED
2009	96905	1090206	0	0	NO AS FOUND NO READING,METER NOT READABLE
2009	110190	1090206	0	0	NO AS FOUND METER BAD
2009	120560	1090206	0	0	NO AS FOUND,NO READING METER BAD
2009	131995	1090206	0	0	NO AS FOUND, NO READING METER BAD
2009	150637	1090206	0	0	NO AS FOUND , NO READING METER BAD
2009	70703	1090209	0	0	NO AS FOUND METER DESTROYED
2009	120939	1090217	0	0	NO AS FOUND , NO READ METER DESTROYED
2009	66785	1090218	0	0	NO AS FOUND OPEN POTENTIAL
2009	104660	1090218	0	0	NO AS FOUND METER DESTROYED
2009	55938	1090220	0	0	NO AS FOUND BROKEN METER LUG
2009	48705	1090227	0	0	NO AS FOUND METER DESTROYED
2009	97677	1090305	0	0	NO AS FOUND OPEN POTENTIAL
2009	73546	1090306	0	0	NO AS FOUND OPEN POTENTIAL
2009	31877	1090311	0	0	NO AS FOUND BURNED UP LUG
2009	48251	1090311	0	0	NO AS FOUND BROKEN GLASS
2009	103011	1090312	0	0	NO AS FOUND OPEN POTENTIAL
2009	93766	1090326	0	0	NO AS FOUND OPEN POTENTIAL
2009	89901	1090406	0	0	NO AS FOUND/ METER DAMAGED BAD DISPLAY
2009	4717	1090407	0	0	NO AS FOUND/ FIRE
2009	27473	1090407	0	0	NO AS FOUND/ FIRE
2009	31140	1090407	0	0	NO AS FOUND/ FIRE
2009	31145	1090407	0	0	NO AS FOUND/ FIRE
2009	31535	1090407	0	0	NO AS FOUND/ FIRE
2009	32866	1090407	0	0	NO AS FOUND/ FIRE
2009	34211	1090407	0	0	NO AS FOUND/ FIRE
2009	34615	1090407	0	0	NO AS FOUND/ FIRE
2009	36725	1090407	0	0	NO AS FOUND/ FIRE DEMAND = .52
2009	36648	1090413	0	0	NO AS FOUND METER WRECKED
2009	36934	1090413	0	0	NO AS FOUND OPEN POTENTIAL
2009	67409	1090413	0	0	NO AS FOUND OPEN POTENTIAL
2009	80784	1090413	0	0	NO AS FOUND METER BAD
2009	82418	1090413	0	0	NO AS FOUND OPEN POTENTIAL
2009	87955	1090413	0	0	NO AS FOUND METER WRECKED
2009	72271	1090416	0	0	NO AS FOUND OPEN POTENTIAL

Meter Test Comments - No Test or Non-Registering Meter

Year	Meter	TestDate	Found Full Load	Found Low Load	Test Comments
2009	22896	1090511	0	0	NO AS FOUND METER STOPPED
2009	26592	1090511	0	0	NO AS FOUND METER DAMAGED
2009	32251	1090511	0	0	NO AS FOUND METER DAMAGED FIRE
2009	39801	1090511	0	0	NO AS FOUND METER DAMAGED
2009	41701	1090511	0	0	NO AS FOUND METER DAMAGED
2009	42985	1090511	0	0	NO AS FOUND METER STOPPED
2009	44827	1090511	0	0	NO AS FOUND METER DAMAGED
2009	55780	1090511	0	0	NO AS FOUND METER STOPPED
2009	57077	1090511	0	0	NO AS FOUND METER STOPPED
2009	58906	1090511	0	0	NO AS FOUND METER STOPPED
2009	66518	1090511	0	0	NO AS FOUND METER DAMAGED
2009	70736	1090511	0	0	NO AS FOUND METER STOPPED
2009	70859	1090511	0	0	NO AS FOUND METER STOPPED
2009	74102	1090511	0	0	NO AS FOUND METER STOPPED
2009	81188	1090511	0	0	NO AS FOUND METER STOPPED
2009	81449	1090511	0	0	NO AS FOUND METER STOPPED
2009	82255	1090511	0	0	NO AS FOUND METER STOPPED
2009	84189	1090511	0	0	NO AS FOUND METER DAMAGED
2009	84612	1090511	0	0	NO AS FOUND METER STOPPED
2009	85210	1090511	0	0	NO AS FOUND METER STOPPED
2009	87337	1090511	0	0	NO AS FOUND METER STOPPED
2009	87930	1090511	0	0	NO AS FOUND METER STOPPED
2009	89146	1090511	0	0	NO AS FOUND METER STOPPED
2009	94418	1090511	0	0	NO AS FOUND METER DAMAGED
2009	99155	1090511	0	0	NO AS FOUND METER STOPPED
2009	101012	1090511	0	0	NO AS FOUND METER STOPPED
2009	102981	1090511	0	0	NO AS FOUND METER STOPPED
2009	103355	1090511	0	0	NO AS FOUND METER STOPPED
2009	106161	1090511	0	0	NO AS FOUND METER STOPPED
2009	57222	1090512	0	0	NO AS FOUND OPEN POTENTIAL
2009	58064	1090512	0	0	NO AS FOUND OPEN POTENTIAL
2009	74116	1090512	0	0	NO AS FOUND OPEN POTENTIAL
2009	76988	1090512	0	0	NO AS FOUND OPEN POTENTIAL
2009	84648	1090512	0	0	NO AS FOUND OPEN POT.
2009	85918	1090512	0	0	NO AS FOUND OPEN POTENTIAL
2009	108986	1090512	0	0	NO AS FOUND OPEN POTENTIAL
2009	60741	1090513	0	0	NO AS FOUND OPEN POTENTIAL
2009	63028	1090515	0	0	NO AS FOUND METER WRECKED
2009	95999	1090515	0	0	NO AS FOUND , NO READ , METER BAD
2009	97725	1090515	0	0	NO AS FOUND , NO READING , METER BAD
2009	40252	1090526	0	0	NO AS FOUND BAD SET SCREWS
2009	91612	1090526	0	0	NO AS FOUND OPEN POTENTIAL
2009	106784	1090528	0	0	NO AS FOUND OPEN POTENTIAL
2009	17942	1090603	0	0	NO AS FOUND BAD PIVOT
2009	30514	1090603	0	0	BAD METER NO AS FOUND
2009	66060	1090603	0	0	OPEN POTENTIAL
2009	67912	1090612	0	0	OPEN POTENTIAL
2009	42043	1090623	0	0	NO AS FOUND OPEN POTENTIAL
2009	65202	1090623	0	0	NO AS FOUND OPEN POTENTIAL
2009	67404	1090623	0	0	NO AS FOUND OPEN POTENTIAL
2009	68400	1090623	0	0	NO AS FOUND OPEN POTENTIAL
2009	108212	1090623	0	0	NO AS FOUND METER BROKEN
2009	109168	1090623	0	0	NO AS FOUND,NO READ METER DESTROYED
2009	109401	1090623	0	0	NO AS FOUND METER BROKEN
2009	63176	1090624	0	0	NO AS FOUND/METER DAMAGED
2009	78422	1090624	0	0	NO AS FOUND/OPEN POTENTIAL
2009	108549	1090624	0	0	NO AS FOUND/METER STOPPED GEAR JAM
2009	102115	1090629	0	0	NO AS FOUND/ BAD DISPLAY NO READING
2009	109146	1090701	0	0	NO AS FOUND OPEN POTENTIAL
2009	56056	1090702	0	0	NO AS FOUND WATER IN METER
2009	80990	1090702	0	0	NO AS FOUND METER BURNED UP
2009	91296	1090702	0	0	NO AS FOUND METER WRECKED
2009	46369	1090706	0	0	BROKEN GLASS NO AS FOUND
2009	69713	1090706	0	0	NO AS FOUND OPEN POTENTIAL
2009	108028	1090709	0	0	NO AS FOUND OPEN POTENTIAL
2009	25898	1090716	0	0	TO DIRTY TO GET LIGHT THRU AND CAN'T GET GLASS OFF
2009	28929	1090716	0	0	BROKEN BASE
2009	34437	1090716	0	0	BROKEN METER

Meter Test Comments - No Test or Non-Registering Meter

<u>Year</u>	<u>Meter</u>	<u>TestDate</u>	<u>Found Full Load</u>	<u>Found Low Load</u>	<u>Test Comments</u>
2009	54687	1090716	0	0	NO AS FOUND METER STOPPED
2009	66247	1090716	0	0	OPEN POTENTIAL
2009	67543	1090716	0	0	OPEN POTENTIAL
2009	68173	1090716	0	0	OPEN POTENTIAL
2009	69703	1090716	0	0	BURNED LUG
2009	76343	1090716	0	0	BROKEN LUG
2009	73457	1090720	0	0	NO AS FOUND METER STOPPED OPEN POTENTIAL
2009	41548	1090724	0	0	NO AS FOUND/METER DAMAGED
2009	92972	1090724	0	0	NO AS FOUND/ OPEN POTENTIAL
2009	94059	1090724	0	0	NO AS FOUND/OPEN POTENTIAL
2009	116734	1090728	0	0	NO AS FOUND,NO READ METER BAD

Meter Test Comments/No As Found Selection of 25 Errors for Detail Review									
Meter	Test Date	Found Full Load	Found L L	Test Comments	How Error Discovered	Total Monetary Value of Meter Error / Failure	Estimated Length of Time of Meter Error	Resolution of Error	
104322	1060320	0	0	NO AS FOUND JAMMED REGISTER	Internal preaudit review - 0 use - Check Meter	\$65	2 months	Changed Meter, Revised bill for two months	
76802	1080327	0	0	NO AS FOUND/ OPEN POTENTIAL	Unknown	\$0	0	Changed Meter.	
22210	1090109	0	0	NO AS FOUND LOAD SIDE SCREW WELDED SHUT	Customer Reported 0 use; Svc Personnel checked several months previous - appeared vacant.	\$300	9 Months	Changed Meter; No adjustments made	
63405	1080605	0	0	NO AS FOUND/OPEN POTENTIAL	Internal preaudit review - low use.	\$0	0	House appeared to be empty; Changed Meter	
57110	1050520	0	0	NO AS FOUND BROKEN GLASS	Meter Reader Report	\$0	1 month	Changed Meter; No billing adjustment was made	
77768	1080724	0	0	OPEN POTENTIAL COIL	Internal preaudit review - high demand..	\$0	1 month	Changed Meter, Estimated demand.	
74865	1060721	0	0	NO AS FOUND OPEN POTENTIAL	Internal preaudit review - 0 use - Check Meter	\$0	0	Changed Meter; No adjustments, usage remained very low.	
47488	1090112	0	0	NO AS FOUND OPEN POTENTIAL	Internal preaudit review - low use.	\$0	0	Changed Meter; No adjustments were made. Use remained low.	
105873	1040601	0	0	NO AS FOUND TIGHT DISK	Internal preaudit review - 0 use - Check Meter	\$30	1 month	Changed Meter; No billing adjustment was made.	
79033	1040225	0	0	NO AS FOUND BROKEN GLASS	Meter Reader Report	\$0	1 month	Changed Meter; No Billing Adjustment was made.	
87438	1081014	0	0	NO AS FOUND/ OPEN POTENTIAL	Internal preaudit review - low use.	\$52	1 month	Changed Meter, Estimated bill.	
71620	1080826	0	0	NO AS FOUND OPEN POTENTIAL	Internal preaudit review.	\$38	1 month	Changed Meter; Estimated use 1 month	
84648	1090512	0	0	NO AS FOUND OPEN POT.	Internal preaudit review - 3 estimates in a row.	\$355	3 months	Changed Meter; No further adjustments beyond estimated bills.	
96905	1090206	0	0	NO AS FOUND NO READING.METER NOT READABLE	Meter Reader Report - Broken Demand Reset	\$0	0	Changed Meter.	
71334	1081029	0	0	NO AS FOUND OPEN POTENTIAL	Internal preaudit review - low use.	\$30	1 month	No adjustments were made.	
92972	1090724	0	0	NO AS FOUND/ OPEN POTENTIAL	Internal preaudit review - estimated bill.	\$32	1 month	Changed Meter; Estimated Bill.	
106637	1080824	0	0	NO AS FOUND METER FULL OF WATER:NO DISPLAY- NO READING	Meter Reader Report - No Display - Electronic Meter	\$2,786	1 month	Changed Meter; Estimated Bill.	
95999	1090515	0	0	NO AS FOUND , NO READ, METER BAD	Meter Reader Report - No Display - Electronic Meter.	\$90	1 month	Changed Meter.	
93766	1090326	0	0	NO AS FOUND OPEN POTENTIAL	Meter Reader report - meter stopped	\$100	1 Month	Changed Meter; No adjustments were made.	
106045	1080729	0	0	NO AS FOUND OPEN POTENTIAL	Temp Construction Meter - internal preaudit review - 0 use	\$0	0	Retired Service; No longer used.	
111174	1080806	0	0	NO AS FOUND BLANK DISPLAY NO RDGS. LIGHTNING	Meter Reader Report - No Display - Electronic Meter.	\$107	1 Month	Changed Meter.	
108028	1090709	0	0	NO AS FOUND OPEN POTENTIAL	No Notes - assume internal preaudit review - low use.	\$167	1 month	Changed Meter; Estimated Bill.	
108986	1090512	0	0	NO AS FOUND OPEN POTENTIAL	Internal preaudit review - 0 use.	\$100	1 month	Changed Meter; Estimated Bill.	
114638	1071009	0	0	NO AS FOUND BAD REGISTER BLANK DISPLAY	Meter Reader Report	\$20	1 month	Changed Meter; Estimated Bill.	
102115	1090629	0	0	NO AS FOUND/ BAD DISPLAY NO READING	Meter Reader Reported Electronic Meter - Display blank	\$110	1 month	Changed Meter.	



Energy...for a lifetime.

409 Deadwood Avenue, Rapid City, SD 57702

605-721-2660

Attachment D

SDPUC Docket# RM10-001

1 of 2

Dear

It has been brought to our attention that your electric meter at _____ had not been registering use since the time you began service. We regret that this meter was not found in error sooner by our staff or yourself.

South Dakota Public Utility Rule 20:10:17:08 *Adjustments to bills for meter failing to register. If a meter is found not to register or to register intermittently for any period, the utility may charge for an estimated amount of electricity or gas used. The estimate shall be calculated by averaging the energy usage registered over corresponding periods in previous years. In the absence of such information, similar periods of known accurate measurement preceding or subsequent to the period in question shall be used.*

South Dakota Public Utility Rule 20:10:17:09 *Adjustment to bills for other meter errors states "If a customer has been overcharged or undercharged as a result of an incorrect meter reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter, application of an incorrect multiplier or constant or other similar reason, the overcharge shall be refunded to the customer or the undercharge may be billed to the customer. The refund or charge shall not exceed one year, unless the date of the error can be fixed with reasonable certainty, in which case the refund or charge shall be computed from that date.*

The previous history we have is from 2001-2004 before the meter stopped. I have taken that use and averaged kilowatt per day for each month. Attached is a spreadsheet of the estimated unbilled energy charge, the estimated unbilled state and local tax, and cost adjustment of your use from June 23, 2006 to April 9, 2008. The unbilled amount is \$1,742.56.

We will offer reasonable payment arrangements on this amount. Please contact Lena in Customer Service, 721-2660, if you would like to make arrangements. If we do not hear from you by August 1, 2008, the entire amount will be added to your August bill.

Sincerely,

Kristy Schmitz
Director of Customer Service

CC: Deb Gregg, SD Public Utilities Commission

BLACK HILLS POWER

447 Mt. Rushmore Road
CUSTER, SOUTH DAKOTA 57730

Attachment D

SDPUC Docket# RM10-001

2 of 2

TELEPHONE

(605) 673-4455

June 3, 2010

Dear

We sent the meter from your property on to meter lab in Rapid City. They run it through a series of tests for light load and fast load. Both tests found the meter to be within our standards. Enclosed is a copy of the results. The weighted average on the meter is 99.59.

If there is anything else we can do, please give me a call.

Sincerely,

Kristy Schmitz
Custer District Manager



Meter Test Comments - Customer Request

Year	Meter	Test Date	Found Full Load	Found Low Load	Test Comments
2004	109253	1041229	99.66	98.96	REQUEST XXXX XXXXX SIDNEY PARK RD.
2004	93224	1041028	100.34	99.71	CUSTOMER REQUEST
2004	71645	1040825	98.91	97.63	CUSTOMER REQUEST
2005	108590	1050117	100.2	100.01	A.F.CUSTOMER REQUEST:xxxx QUINCY APT.A
2005	108593	1050117	100.31	100.21	A.F.CUSTOMER REQUEST:xxxx QUINCY APT.C
2005	83351	1050210	99.51	98.93	REQUEST FOR FRED
2005	111224	1050210	100.03	100.03	CUSTOMER REQUEST
2005	98529	1050210	100.08	100.09	REQUEST xxxx xxxx INS.
2005	111224	1050210	100.03	100.03	REQUEST xxxxxxxxxx
2005	42690	1050310	100.1	99.84	CUSTOMER REQUEST
2005	46739	1050323	99.37	96.5	CUSTOMER REQUEST
2005	91459	1050509	100.04	100.03	REQUEST FOR xxxxxxxx
2005	82654	1050509	99.82	99.75	CUSTOMER REQUEST
2005	69594	1050503	99.95	99.44	CUSTOMER REQUEST
2005	60578	1050721	99.94	99.62	CUSTOMER REQUEST
2005	91459	1050726	0	0	REQUEST FOR xxxxxxxxxx
2005	74342	1050914	100.02	99.08	CUSTOMER REQUEST
2005	56726	1051019	100.5	100.25	CUSTOMER REQUEST
2005	82984	1051116	0	0	CHECK METER FOR xxxxxxxxxxxxxx
2005	43963	1051209	99.86	100.33	CUSTOMER REQUEST
2006	108632	1060308	100.1	100.03	CUSTOMER REQUEST
2006	109429	1060310	99.96	99.48	CUSTOMER REQUEST
2006	60224	1060417	99.75	99.72	CUSTOMER REQUEST
2006	108179	1060501	99.27	98.9	CUSTOMER REQUEST
2006	60066	1060508	100.27	99.62	CUSTOMER REQUEST
2006	55780	1060707	100.45	100.15	REQUEST xxxxxxxx xx EAST CRESTWOOD
2006	74015	1060919	99.77	99.47	CUSTOMER REQUEST
2006	82886	1060922	99.99	99.85	CUSTOMER REQUEST
2006	70907	1060922	100.42	100.66	CUSTOMER REQUEST
2006	53207	1061012	100.02	99.72	CUSTOMER REQUEST
2006	95858	1061013	99.98	99.97	REQUEST
2006	102414	1061109	99.96	99.41	CUSTOMER REQUEST
2006	111800	1061109	99.98	99.5	CUSTOMER REQUEST
2006	86026	1061109	100.07	100.01	COMP.xxxxx xxxxxx xxx PINE ST.METER TESTED O.K. AVG.ACC.100.06
2006	36229	1061204	100	100.53	CUSTOMER REQUEST
2007	83365	1070110	100.14	100.05	REQUEST xxxxxxxxxxxxxx WILD TURKEY DR STURGIS
2007	64570	1010112	100	99.7	CUSTOMER REQUEST
2007	94613	1070126	99.85	99.92	ESTHER xxxxxxxx AS FOUND TEST
2007	83621	1070209	99.92	98.97	TAMPERING.METER UPSIDE DOWN IN SOCKET AMY Txxxxxxxxxxx MONTANA ST.
2007	54245	1070213	100.02	100.12	CUSTOMER REQUEST
2007	77262	1070316	99.79	99.28	CUSTOMER REQUEST
2007	109803	1070326	100.02	100.21	REQUEST HARRY xxxxxx xxxx S. HWY. 385 CUSTER
2007	60338	1070510	100.2	98.2	REQUEST CRISROBAL xxxxxx APT 11 BLDG F
2007	115030	1070620	100.14	100.03	CUSTOMER REQUEST
2007	66979	1070815	100.21	100.25	CUSTOMER REQUEST
2007	79109	1071128	99.35	99.92	CUSTOMER REQUEST
2008	111541	1080212	0	0	CUSTOMER REQUEST - BAD RELAY BOARD IN METER
2008	10492	1080222	100.03	99.95	CUSTOMER REQUEST
2008	102837	1080303	99.97	100.02	CUSTOMER REQUEST
2008	111158	1080303	99.95	99.95	CUSTOMER REQUEST
2008	46351	1080307	99.6	98.68	REQUEST US KIRT xxxxxx
2008	52891	1080313	100.67	100.4	CUSTOMER REQUEST xxxx ARIZONA ST.
2008	24141	1080314	0	0	CUSTOMER REQUEST 1xxxx ST.PATRICK ST.
2008	106004	1080325	100.15	100.55	REQUEST HEATH xxxxxx xxx E.CENTENIAL
2008	131115	1080509	100.01	100.01	JOHN xxxxxxx xxx NEEDLES DR / CUSTOMER REQUEST TEST METER
2008	36408	1080625	100.82	100.55	PUC REQUEST MICHAEL E xxxxxx xxxx PINE ST. STURGIS 10 02 029735 02
2008	69849	1080702	100.22	99.36	REQUEST STURGIS
2008	72943	1080917	99.52	98.82	CUSTOMER REQUEST METER TEST
2008	53479	1081003	101.73	101.6	ACCURACY PER LANA G
2008	89913	1081006	99.97	100	CUSTOMER REQUEST
2008	70627	1081110	100.3	100.97	CUSTOMER REQUEST
2009	131680	1090105	100.02	100.01	CUSTOMER REQUEST
2009	150148	1090106	100.21	100.12	CUSTOMER REQUEST
2009	92090	1090112	100.14	100.2	TESTED PER CUSTOMER REQUEST
2009	106750	1090114	100.03	99.78	SUSAN xxxxxx REQUEST xxxx BLUCKSBURG CT.
2009	114062	1090122	99.83	100.29	CUSTOMER REQUEST
2009	9290	1090211	99.86	98.99	CUSTOMER REQUEST METER TEST
2009	85375	1090211	100.07	99.83	REQUEST:ORLAND xxxxxx xxx ALTA VISTA DR RAPID CITY, S.D.
2009	131345	1090217	100.07	100.03	CUSTOMER REQUEST
2009	110267	1090218	99.62	100.4	CUSTOMER REQUEST
2009	113802	1090219	100	99.89	CUSTOMER REQUEST
2009	75195	1090224	99.76	100.24	SPEARFISH AIRPORT HANGER 1 TEST METER PER CUSTOMER
2009	114123	1090313	99.73	99.05	DON xxxxxxx REQUEST
2009	104165	1090504	100.19	100.53	CUSTOMER REQUEST JEFF xxxxx
2009	68270	1090527	100.61	100.57	TEST PER CUSTOMER READING 88750
2009	104624	1090529	99.85	98.73	CUSTOMER REQUEST xxxx PRINCETON CT
2009	35632	1090629	100.48	100.17	TEST PER CUSTOMER REQUEST